

E-Hailing: Duma mandates the Department to continue to meet with the e-hailing industry to clarify issues around operating licenses and ensure stability and compliance with laws.

Public and media Statement by the MEC for Transport and Human Settlements, Siboniso Duma

07 March 2025

Inkosi Mhlabunzima Maphumulo House: We are inundated with enquiries about developments in the e-hailing industry, especially from Uber and Bolt drivers, who are mainly young people.

Actually, there is confusion about applications for permits, and concerns have been raised about the impounding of vehicles of e-hailing drivers.

I have tasked a dedicated team from Provincial Regulatory Entity led by the Head of Department, Siboniso Mbhele to engage with stakeholders.

We want to do everything in the interest of everyone while ensuring compliance with the law.

This team has already met with the KZN E-Hailing Council, the Pietermaritzburg E-Hailing Organisation and Ubumbano.

Today, there is a meeting with Bolt.

The engagements are aimed at clarifying issues around the operating license and grant letter requirement before an operator card is issued.

The e-hailing leadership was informed that an operator card is issued to vehicles operating for a reward and to vehicles carrying dangerous goods.

Any person who operates for a reward is expected to have a valid operating license before operating such a service. This is according to Section 50 of the National Land Transport Act, Act 5 of 2009 (NLTA).

We observed that some public transport operators have been declaring to be operating for a reward without meeting the requirements of Section 50 of the NLTA.

Registering authorities are registering vehicles, but any person who declares to be operating for a reward has to prove that s/he has authority issued by the Provincial Regulatory Entity.

We must hasten to point out that the e-hailing industry is in the process of being regulated as they are now recognized in terms the National Land Transport Amendment Act, Act 23 of 2023.

This Act was assented to and signed by President Cyril Ramaphosa on 11 June 2024 and its regulations were gazetted on 29 November 2024 .

Public comments closed 30 days after the gazetting of the regulations, and the National Department is currently finalizing the regulations.

Thereafter the President will promulgate the date for the implementation of the National Land Transport Amendment Act.

The Act will regulate the e- hailing apps/platform providers and the e-hailing operators.

The e-hailing leadership was asked to explain to their members that vehicles are registered, but they will be issued operator cards upon the granting of operating licenses.

App/platform providers cannot self-regulate, and their demand that their subscribers should be given operator cards is contrary to the provisions of Section 50 of the NLTA.

The department will issue a memo this week so that the KZN E-hailing Council can share it with the App providers.

We have been informed that some of the e-hailing platforms are running away from the operators.

The leadership promised to report to their members. On the other hand, the Department committed to meet them at any given time when assistance is sought.

They in turn promised to comply with the laws of the land.

Critically, we welcome the fact that President Cyril Ramaphosa signed into law the amended National Land Transport Act 5 of 2009.

This has paved the way for the regulation of e-hailing. Apart from formalizing the industry to ensure that operators comply with the legal standards, the amendments will strengthen the public transport system and ensure the safety of passengers and operators.

As the Department of Transport, we are planning to have a strategic session to reflect on the state of readiness for the implementation of the newly amended regulations, especially on e-hailing.

It is also important to note that the new Act gives the Minister of Transport authority powers to regulate pricing in the e-hailing sector.

In this regard, we want to do what is in the interest of e-hailing operators, the taxi industry, and the public at large.

We want drivers to have a decent income, and on the other hand, members of the public must have affordable, safe, and reliable public transport.

All of these will improve the quality of life in KZN.

Ends

Issued by the MEC for Transport and Human Settlements

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